



Summary

Objective

To obtain verbal authority or a signature from the client on a manual claim form when it's missing so that a cover decision can be made.

Background

Eos has checked the claim and identified that the signature is blank on the paper form. It has raised a Client Signature Missing information requirement for someone to resolve.

Owner

Name withheld

Expert

Name withheld


Procedure

1.0 Obtain verbal authority

Cover Assessor, Lodgement Administrator, Specialist Cover Assessor

- a If you are a Lodgement Administrator lodging a Treatment Injury or Sensitive claim, refer to the Receive and Input Manual Claims process. For any other claim type, contact the client to request their verbal authority to lodge the claim. Go to the Contact Client or Provider for Information process and 1.b. below to do this.

If you are a Cover Assessor or Specialist Cover Assessor with a Treatment Injury claim, please go to step 1.b.

-  Contact Client or Provider for Information at Lodgement
<https://go.promapp.com/accnz/Process/0a2df950-84c>

NOTE What if the client is unable to provide authority?

In certain circumstances, the client won't be able to provide authority. They might be unconscious or under heavy medication from their injuries. Check all information provided on the claim to determine if it's appropriate to attempt contact. If you don't believe it's appropriate to call, then request authority from the lodging provider. Go to Step 2.0.


NOTE What if I can't get a hold of the client on the phone?


Email the provider to confirm authority:

- Check the provider's email address is a general one for the practice or that individual provider at the practice
- Email the provider attaching a copy of the claim form. Ask them to confirm that they obtained authority from the client before submitting the claim. They need to sign the claim form on behalf of the client and email it back to you
- In Eos, edit the Missing Information for Cover or Confirm Cover Decision task to add today's date, and in the description field add any action you've taken
- Put the task on hold for 2 days, ensuring that this date is not after the cover decision due date or on a weekend or statutory holiday, and set priority to "high"
- Transfer the Missing Information for Cover task to the Registration Centre - Information Required queue.

If the provider:

- confirms via email that they obtained authority from the client (but doesn't send back a signed form) then add the email as a Contact on the claim
- doesn't respond or advises they didn't get authority then request written authority from the client. Go to the Contact Client or Provider at Lodgement process by following the link below to do this.

-  **PROCESS** Contact Client or Provider for Information at Lodgement

-  Verify an Existing Provider, Vendor or Facility Email Address

- b** Read out the verbal authority statement below to the client, ensuring they have understood what you've said and have agreed to it:

"We noticed the form that's been filled in to lodge your claim with ACC doesn't have your signature on it, so we want to request your verbal authority to progress your claim.

To make our initial cover decision, we may need to talk to people, such as your GP, other health providers, or your employer. That will mean collecting and sharing information about you.

Some examples of the information we may need are:

- Details of your accident
- Medical information relevant to your claim
- Your work details if the accident happened at work.

We will follow the law when collecting, using, and sharing your information, and we will keep your information safe. You can ask us at any time for information we hold about you, and tell us if you think there's something wrong. You can read our privacy notice on our website at www.acc.co.nz for more information about your rights and our responsibilities.

Are you happy to provide authority for us to complete the claim in our system and collect any relevant information necessary to make an initial cover decision?"

[Delete one] Yes / No

Date obtained: [DD/MM/YYYY]

NOTE What if the client doesn't agree to provide verbal authority?

Request written authority from the client. Go to Contact Client or Provider for Information at Lodgement process to do this (start at "Send Letter to Client")

- PROCESS** Contact Client or Provider for Information at Lodgement

NOTE What if the client doesn't agree to give authority at all?

The claim must be declined. Go to the Decline Claim Due to Incomplete Registration process below.

- PROCESS** Decline Claim Due to Incomplete Registration

- c** Add a Contact and copy and paste the verbal authority statement in to show the day they provided verbal authority.

NOTE What if there are other information requirements outstanding?

Action the other information requirements before closing the task. Go to the relevant procedure(s) for guidance.

- b** Close the task.

2.0 Update claim

Lodgement Administrator

- a** Update the 'Has the Claimant/Representative signed the form?' radio button to Yes.

Edit claim intake form

- b** Click NEXT on the claim intake form to save the changes.

3.0 Complete information requirement

Lodgement Administrator

- a** Check that there are no other information requirements outstanding.